

**Search Notes**

Application No.

09/995,027

Examiner

Bing Q Bui

Applicant(s)

DEZONNO, ANTHONY J.

Art Unit

2642

**SEARCHED**

Class	Subclass	Date	Examiner
Updated Search			
379	88.17	11/11/04	B <sup>2</sup>
	265.02		
	265.03		
	265.05		
	265.06		
	265.09		
	265.11		
	265.12		
	265.13		
	266.1		

**INTERFERENCE SEARCHED**

Class	Subclass	Date	Examiner
379	265.06	11/11/04	B <sup>2</sup>
	265.02		
	265.09		
	265.12		

**SEARCH NOTES  
(INCLUDING SEARCH STRATEGY)**

	DATE	EXMR
EAST Updated Search Text Search:: weighting or evaluating agent's skills, agent's performance profile or record, call handling or performance capacity or ability, ...	11/11/04	B <sup>2</sup>